

WHAT IS CLAIMED IS:

1. A customer management system using an LCD barcode displayed on a mobile terminal, comprising:

5 a wireless barcode scanner for recognizing the LCD barcode corresponding to customer information and commodity information;

a membership manager for managing all matters in membership registration and withdrawal of customers with reference to information stored in a database;

10 a settlement processor for determining from a membership number of a given one of the customers whether a credit card of the given customer has been authenticated, transferring records containing the membership number of said given customer and the total
15 amount of money to be paid by said given customer to a credit card company associated with the credit card of said given customer upon determining that said credit card has been authenticated, and requesting said credit card company to settle its account for the amount of money to
20 be paid by said given customer;

a purchase information processor for extracting personal information of said given customer and information regarding a commodity or commodities purchased by said given customer from barcode data from said barcode
25 scanner, calculating the price of each of the commodities purchased by said given customer and the total amount of money to be paid by said given customer and transferring the calculated results to components requiring them;

an Internet purchase processor for transferring the personal information of said given customer and said information regarding the commodity or commodities purchased by said given customer to said purchase information processor over the Internet;

a purchase propensity processor for receiving said information regarding the commodity or commodities purchased by said given customer from said purchase information processor, statistically processing the received information and analyzing commodity purchase information of said given customer and his or her purchase propensity or preference for commodities in accordance with the processed results;

said database adapted to store information regarding personal details of the customers, the total amounts of money to be paid by the customers, the purchase propensities or preferences of the customers for commodities, settlement records of the customers, and commodities and coupons to be delivered to the customers;

and

a network interface for interfacing said components to a communication network.

2. A customer management system using an LCD barcode displayed on mobile terminal, comprising:

a wireless barcode scanner for recognizing the barcodes corresponding to customer information and commodity information;

a plurality of customer servers for receiving the customer information and commodity information from said

barcode scanner, extracting personal details of customers from the received customer information, analyzing commodity purchase information of the customers and their purchase propensities or preferences for commodities, storing the analyzed results and sending the customer information, the commodity purchase information of the customers and information regarding the purchase propensities or preferences of the customers for commodities to a central management server; and

said central management server adapted to receive and store said information sent from said customer servers, share information with said customer servers and retrieve desired information from a given one of said customer servers.

3. A customer management system using an LCD barcode displayed on a mobile terminal, as set forth in Claim 2, wherein each of said customer servers includes:

a membership manager for managing all matters in membership registration and withdrawal of customers with reference to information stored in a database;

a settlement processor for determining from a membership number of a given one of the customers whether a credit card of the given customer has been authenticated, transferring records containing the membership number of said given customer and the total amount of money to be paid by said given customer to a credit card company associated with the credit card of said given customer upon determining that said credit card has been authenticated, and requesting said credit card

company to settle its account for the amount of money to be paid by said given customer;

5 a purchase information processor for extracting personal information of said given customer and information regarding a commodity or commodities purchased by said given customer from barcode data from said barcode scanner, calculating the price of each of the commodities purchased by said given customer and the total amount of money to be paid by said given customer and transferring
10 the calculated results to components requiring them;

an Internet purchase processor for transferring the personal information of said given customer and said information regarding the commodity or commodities purchased by said given customer to said purchase
15 information processor over the Internet;

a purchase propensity processor for receiving said information regarding the commodity or commodities purchased by said given customer from said purchase information processor, statistically processing the
20 received information and analyzing commodity purchase information of said given customer and his or her purchase propensity or preference for commodities in accordance with the processed results;

said database adapted to store information regarding
25 personal details of the customers, the total amounts of money to be paid by the customers, the purchase propensities or preferences of the customers for commodities, settlement records of the customers, and commodities and coupons to be delivered to the customers;
30 and

a network interface for interfacing said components to a communication network.

4. A customer management method using an LCD barcode displayed on a mobile terminal, comprising the steps of:

a) allowing a user to access a central management server and register as a member of said central management server;

b) allowing a customer server to inquire of said central management server about information regarding said user, containing a barcode number assigned to said user when registering as a member of said central management server, if said user is a new customer, not registered, and then receiving the inquired information from said central management server;

c) allowing said customer server to perform customer management operations including a purchase information process and a purchase propensity process, if said user is or becomes a registered customer; and

d) allowing said customer server to send purchase records of said user to said central management server.

5. A customer management method using an LCD barcode displayed on a mobile terminal, as set forth in Claim 4, wherein said step d) includes the step of allowing said customer server to collect purchase records of customers for a predetermined period of time and send the collected purchase records to said central management server at intervals of the predetermined time period and

